Operational Technology Asset Management

CHALLENGE

A midsize southwestern utility's operational technology (OT) division had a highly customized and outdated asset management system that was difficult to use and maintain. OT leadership sought a new asset management tool to achieve necessary functionality while reducing pain points. ScottMadden evaluated the current system's functionality, assisted with new vendor selection, and communicated process changes to stakeholders.

PROCESS

- Conducted design and configuration sessions to identify system priorities and simplify the decision-making process
- Integrated an asset management system with a work management system to provide visibility into the asset repository
- Facilitated user-acceptance testing cycle and managed defect remediation

RESULTS

- Selected, implemented, and launched an asset management system
- Established a system of record for storing, viewing, and reporting asset details and groupings
- Increased sytem transparency and improved solution usability

AT A GLANCE

Improved OT/ICS asset management

Identified system functionality and pain points

Executed change management communications

ScottMadden has worked with a number of utilities to develop their OT strategy. Contact us to learn how we can help support your utility projects.

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